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| **JOB DESCRIPTION** |
| **Job Title:** | Project Volunteer |
| **Hours:** | TBC |
| **Location:** | Bath. B&NES and any other location reasonably requested by the organization. |
| **Accountable to:** |  |

# Principle Purpose of the Job

Through proactive and assertive outreach, fixed site and mobile settings encourage and support individuals to make changes to their drug and alcohol use and to achieve their goals. To be part of a team providing an accessible, safe and welcoming direct access service for people with

problematic drug & alcohol use and enabling access into structured treatment within BANES.

To support the delivery of Needle and Syringe Programme (NSP) across BANES, including distribution of Naloxone, and work closely with other staff to reduce injecting related injuries and BBVs.

The overarching purpose of this role is to support the effort to reduce drug and alcohol related mortality and morbidity and encourage early access to treatment, so improving health and social outcomes for those often furthest from treatment.

**Key Duties and Responsibilities The duties and responsibilities of the role are wide ranging and the lists below should be seen as a set of examples as opposed to an exhaustive list:**

Operational Duties

1. To provide a welcoming, therapeutic approach to engage service users into assessment of their treatment and related needs
2. To support the delivery of harm reduction interventions for people with problematic drugs & alcohol use
3. To support the delivery of harm reduction services for People Who Inject Drugs (PWID) which includes Needle Syringe Programme (NSP) and Naloxone distribution, from fixed and mobile premises and via assertive outreach.
4. To provide advice, information and support to PWID in relation to risks related to injecting, drug and alcohol use, and blood borne viruses
5. To report to the engagement team for advice and guidance and support
6. To offer and encourage access to BBV testing by means of Dry Blood Spot tests, Hepatitis B vaccination and of treatment for BBV infection where appropriate
7. To support the delivery of outreach services at a range of locations, offering a range of harm reduction interventions, information and brief advice.
8. To support delivery of triage and assessment, effective engagement, and open access services from DHI’s operational bases, working closely with other agencies to ensure other needs are addressed.
9. To support the delivery of a range of flexible interventions that will effectively promote positive behaviour change and engage people with a wide range of services.
10. To work proactively to re-engage any individuals who disengage with treatment, with particular focus on those dropping out of opioid substitution treatment.
11. To support the delivery of our smoking cessation service.

# Personal Performance

1. To work collaboratively, creatively and flexibly with other members of staff, volunteers and mentors to ensure that services are fully coordinated and are working collectively towards the achievement of goals and positive outcomes for each individual client

To work alongside and provide support and supervision to students, volunteers and peers as required.

1. To be responsible for performance management at an individual level through: self- management; delivery of goals and tasks set; delivery of contractual requirements, targets and outcomes; and reporting progress.
2. To maintain up to date knowledge of evidence based best practice and actively engage in opportunities for learning and development at an individual and team level.
3. To contribute to the continuous improvement of quality and performance of the service
4. Any other duties in line with the above as required by the team leader and/or service manager

# Monitoring & Administration

To comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and service user information

To carry out all necessary administration in relation to casework tasks including monitoring, and participate in DHI service evaluation audits.

# Organisational Responsibilities

* 1. At all times adhere to DHI policies and procedures, with specific reference to:
		+ Confidentiality: ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
		+ Data Protection Act and Information Governance: to comply with the requirements of the Data Protection Act and all policies and procedures relating to Information Governance and security of data.
		+ Equal Opportunities and Diversity: to ensure that all service users, their partners, colleagues both within DHI and other partner organisations are treated as individuals by following DHI’s Equality and Diversity Policy.
		+ Health and Safety: to ensure you comply at all times with the requirements of the Health and Safety regulations and DHI’s Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
		+ Quality Assurance: to ensure all activities are managed in a way that supports DHI’s Quality Assurance systems.
		+ Safeguarding: DHI is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
		+ Lone Working: to work in accordance with the DHI Lone Working policy and procedures.
	2. At all times adhere to contract requirements, relevant legislation, good practice, with specific reference to: The DoH Drug Misuse and Dependence – Guidelines on Clinical Management; Ethical Framework for Good Practice NTA, NICE.
	3. Participate in the organisational planning processes and contribute to the establishment of DHI’s business plan.
	4. To perform as part of the Corporate Services and wider DHI team, attending and participating in regular meetings, appropriate training courses and in skills sharing sessions.
	5. To participate in regular supervision and support.

This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

**PERSON SPECIFICATION**

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| **~~ATTRIBUTES~~** | **~~ESSENTIAL CRITERIA~~** | **~~DESIRABLE CRITERIA~~** | **~~DEMONSTRATED BY~~****~~(Application, Interview, exercise, other)~~** |
| **~~Experience~~** | * ~~An excellent understanding of harm reduction principles and practice in the substance use field, and experience of delivering harm reduction interventions~~
* ~~Experience of undertaking triages, assessments and risk assessments.~~
* ~~Experience of working with a wide range of stakeholders to meet the needs of service users~~
 | * ~~Experience of providing Needle Exchange and outreach interventions~~
 | ~~Application/Interview~~~~Application/Interview Application/Interview~~ |
| **~~Knowledge~~** | * ~~Knowledge and commitment to Adult and Child Safeguarding principles and procedures~~
* ~~Excellent level of IT literacy in Word, Excel and case management systems~~
 | * ~~An understanding of the practical issues and barriers clients face including housing debt and employment~~
 | ~~Application/Interview~~~~Application/Interview~~ |
| **~~Skills~~** | * ~~The ability to promote and embrace peer involvement in service delivery~~
* ~~Works independently and collaborates with others~~
* ~~Excellent communication skills (written and verbal)~~
* ~~Shows positivity, enthusiasm, optimism and resilience in the face of setbacks~~
 |  | ~~Application/Interview~~~~Application Application Application/Interview~~ |

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| **~~Values and behaviours~~** | * ~~Belief in supporting clients to take informed risks in order to make positive change~~
* ~~Flexible, proactive, responsive and resilient to change.~~
* ~~Works in a way that aims to maximise the potential of others in their role.~~
* ~~Commitment to equal opportunities and anti- discriminatory policy and practice.~~
 |  | ~~Application/Interview Application/Interview Application/Interview~~~~Application~~ |
| **~~Other information~~** | * ~~Driving Licence with access to vehicle and willingness to use it for work travel.~~
* ~~A willingness to work flexibly including some evening and weekend work~~
 |  | ~~Application~~~~Application~~ |